

IN THE SPECIFICATION:

Please amend Page 9, Lines 13-19, as follows:

B1 In yet another embodiment of the present invention, the main controller is further capable of determining if the at least one vendor has accepted the first service request, and in response to the determination, transmitting an acceptance notification to the first customer. The acceptance notification optionally may include a status notice, including, for example, completion of the requested service, expected charge(s), order status, and the like.

Please amend Page 17, Line 19, to Page 18, Line 9, as follows:

B2 Exemplary vendor network 150 may comprise one or more workstations, collectively represented by workstation 151, and one or more vendor servers, collectively represented by vendor server 152. Similarly, exemplary vendor network 160 may comprise one or more workstations, collectively represented by workstation 161, and one or more vendor servers, collectively represented by vendor server 162. Finally, exemplary vendor network 170 may comprise one or more workstations, collectively represented by workstation 171, and one or more vendor servers, collectively represented by vendor server 172. Each of vendor networks 150, 160 and 170 allows one or more users to access RCE network 180 in order to perform a service requested by a customer.

Please amend Page 21, Line 15, to Page 22, Line 4, as follows:

B³
Again, by way of example, suppose a manufacturing company in Texas operating customer network 110 wants to have a compressor problem analyzed. A compressor expert in London, England operating vendor network 150 wishes to deliver his services (i.e., his expertise) by remotely assessing computer performance for facilities around the world. An application executed on RCE server 182 and customer network 110 interrogates an operator at the manufacturing company for required compressor data and customer identification data. This could be done by means of a custom application, a web page, or any computer-based user interface. Additional input data may be collected automatically by the application.

Please amend Page 29, Lines 12-21, as follows:

B⁴
After a work flow is initially created, customer transfer controller 212 and customer data collection controller 214 continue to interact with the operator of customer network 110 during subsequent sessions with RCE network 180. For example, a vendor may respond to a service request in a work flow by asking one or more questions or requesting additional documents from customer network 110. In this case, customer transfer controller 212 and customer data collection controller 214 continue to operate as before, gathering information from the operator of customer network 110 and transmitting it to RCE network 180.

Please amend Page 34, Lines 12-20, as follows:

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After a work flow is accepted by the vendor, vendor transfer controller 232 and vendor data collection controller 234 continue to interact with the vendor during subsequent sessions with RCE network 180. For example, a vendor may from time to time ask questions or request additional documents from customer network 110. In this case, vendor transfer controller 232 and vendor data collection controller 234 continue to operate as before, gathering information from the vendor operating vendor network 150 and transmitting it to RCE network 180.

Please amend Page 39, Lines 3-10, as follows:

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Vendor database 350 comprises a list of individual vendors associated with active or inactive (i.e., past) work flows. Vendor database 350 is a comprehensive list of service providers that provide the services brokered to customers through the remote collaborative environment created by RCE network 180. Vendor database 350 comprises "R" vendor records, including exemplary vendor records 351-353 (arbitrarily labeled Vendor 1, Vendor 2 and Customer R, respectively).

Please amend Page 49, Lines 4-11, as follows:

β7
Eventually, the operator of vendor network 150 completes the requested service and delivers a final product to RCE network 180. The final product may comprise a text document, a spread sheet, compiled data, annotated data, and the like (process step 625). Finally, RCE network 180 delivers the final product to customer network 110 and transaction tracking and accounting controller 224 adjusts the accounting records associated with the primary work flow and any secondary work flows related to the primary work flow (process step 630).